

## **Synchronization of Preventive Medicine and Primary Care (FY02-2043)**

### Impact

A new database tool enabled health care providers to assess mammogram screening rates among the eligible population.

### Description

The purpose of this initiative was to improve patient care by synchronizing preventive medicine activities. The goal was to identify patients who needed preventive health screenings based on a review of CHCS data and clinical indices, in an effort to move from “sick care” to disease prevention.

### Outcomes

A database tool was developed and distributed to nine primary care clinics to track Pap smears, pediatric immunizations, and mammograms. Health care providers assessed the tool and provided feedback. Initial data analysis indicated that 63% of the eligible population was receiving mammograms. However, this data had limitations because not all providers followed the same standard for Breast Cancer Screening (some start at age 40, others do not refer for screenings until over age 50). Progress on this initiative was significantly slowed by increased operational tempo, deployments, and staff changes.

### Innovative features

This initiative provided a new database tool to enable health care providers to better track preventive medicine screenings.

### Lessons learned

- New programs that require changes to business processes must have good leadership and a clear focus and mission.
- New programs that require changes to business processes must be carefully planned, have adequate staff, and include clearly measurable objectives that can be reported back to command.
- Buy-in from both command and staff is essential. Lack of buy-in at either of these levels will stop a project in its tracks.
- The marketing of a new program must begin well ahead of program implementation and must include out how a new program will help staff work smarter while improving patient care. Marketing must also address fears that any new program only means more work with less staff.